



-1-

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of ) Group Art Unit: 2756  
KAZUHIKO HACHIYA ET AL. ) Examiner: T. Vu  
Application No. 08/992,770 ) AMENDMENT  
Filed: December 17, 1997 <sup>22</sup>/<sub>6</sub> 98 ) 2001 Ferry Bldg.  
For: METHOD AND APPARATUS ) San Francisco, CA 94111  
FOR AUTOMATIC SENDING ) Ph.: 415-433-4150  
OF E-MAIL AND )  
AUTOMATIC SENDING )  
CONTROL PROGRAM )  
SUPPLYING MEDIUM )

2757 \$  
RECEIVED  
JUN 30 2000  
PATENT MAIL ROOM  
#13/B  
Andt  
7/6/00  
103x26

Adjustment date: 07/12/2000  
07/11/2000 OCOLES 00000002 121420 08992770  
01 FC:103 612.00 CR

Assistant Commissioner for Patents  
Washington, D.C. 20231

07/12/2000 OCOLES 00000001 121420 08992770  
144.00 CH 01 FC:103

Sir:

In response to the Official Action mailed December 20, 1000, please  
amend the above identified application as follows:

IN THE CLAIMS

Please add the following new claims:

--33. (New) A method of providing a virtual agent, comprising the steps  
of:

detecting one or more events corresponding to one or more of a  
plurality of agent parameters of a virtual agent, said agent parameters  
configured to determine the behavior of said virtual agent; and

06/26/2000 YPOLITE1 00000013 08992770  
01 FC:103 468.00 CH

07/11/2000 OCOLES 00000002 121420 08992770  
01 FC:103 612.00 CH  
02 FC:102 234.00 CH

B